

## COMBINATION RESUME

**ALICE JONES**  
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### OBJECTIVE

Position as a Customer Service Representative

### SUMMARY

Gathered a wide range of administrative, office, and interpersonal skills from rewarding volunteer experiences in several states and overseas. Skilled in providing emergency counseling. Learned to be responsible and accurate in the handling of money and accounting.

### QUALIFICATIONS

- Delivered excellent customer service under a variety of difficult conditions.
- Worked with cash registers and charge accounts with 100 percent accuracy.
- Extensive experience in phone inquiries; staying calm and diplomatic under stressful conditions.
- Assisted teachers in maintaining classroom discipline and tutoring children individually in reading and math.
- Experienced in directing people to proper services, while being diplomatic and concerned.
- Experienced in fund raising.
- Skilled in MSWord and Excel.
- Accurate typist at 55 wpm.

### EXPERIENCE

**Volunteer**, American Red Cross, El Paso, TX

2009-2010

As a volunteer, provided 24-hour emergency communication, financial assistance, information and referral to other social services for military personnel and their families during times of need.

- Recognized by local command for providing excellent services to all service members who were faced with tragedy.
- Volunteered as the Health & Safety Chairman: arranged for CPR & First Aid courses, obtained instructors, recruited volunteers, and raised funds for the Red Cross.

**Cashier/Teacher's Aide**, Base Commissary, Ankara, Turkey

2007-2009

Provided customer service to over 200 customers daily as a cashier in the installation grocery store, working 25 hours/week. Volunteered as a Teacher's Aid in the base elementary school assisting the teachers with classroom discipline and instruction.

**Volunteer**, Army Community Services, U.S. Army, Fort Carson, CO

2004-2007

Functioned as a receptionist for walk-in crisis clients of the military community. Made sure that they were properly registered and directed to counselors who could provide them with the aid they needed. Answered phones in a professional manner. Typed correspondence as required.

## **EDUCATION**

Diploma, Jefferson High School, El Paso, TX, 2000